

# PSYCHIATRIC VIRTUAL ASSESSMENTS FROM YOUR ED

## **Presented by:**

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Clare Roscoe, MD

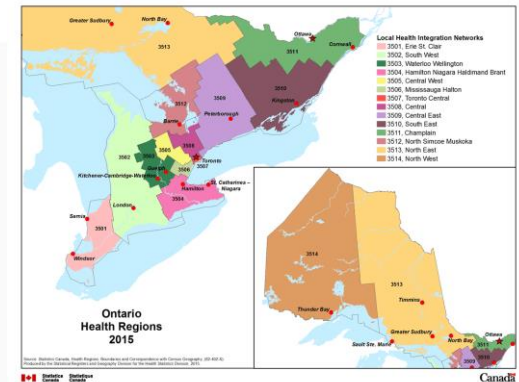
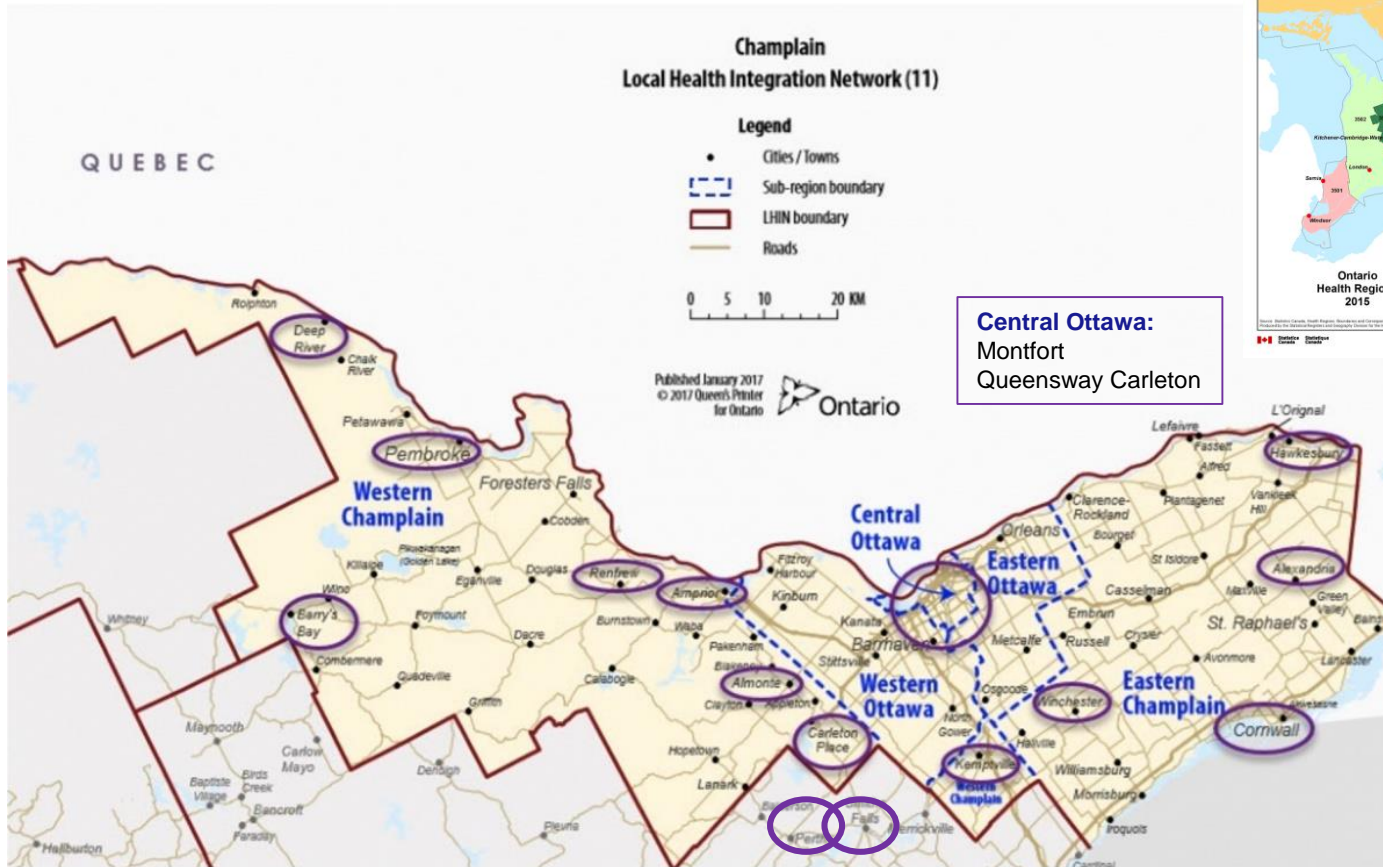
Coordination for Mental Health Virtual Care

Medical Director, Regional Psychiatric Emergency  
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Cindy Dawson

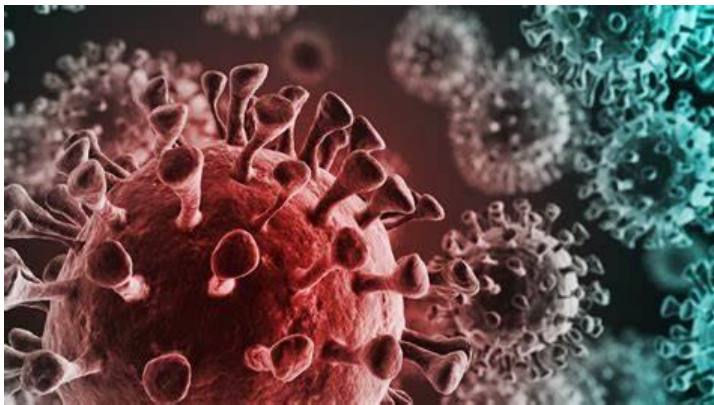
Manager of 1Call1Click.ca

CHEO is the designated Schedule 1 hospital in the region - supporting community hospitals with the management of pediatric mental health acute, high risk patients



# HISTORY

- Original project with Cornwall ED



- After the onset of Covid, there was a regional mandate established for all consults to be completed virtually (pediatric and adult)
- CHEO will continue as it provide this service.

# How to set up Virtual Assessment

- Getting ready
- Step 1: Review if your patient meets criteria for an urgent psychiatric assessment
- Step 2: ED MD calls CHEO – virtual confirmed
- Step 3: Information is sent to CHEO
- Step 4: Organizing the assessment.
- Step 5: During and after the assessment
- Step 6: How to support patients who do not meet criteria for urgent psychiatric assessment

All of these steps are on  
Cheo website



**Psychiatric emergency  
assessment**

# Getting ready – ahead of time



1. iPad
  1. Know where the iPad is
  2. Know code to get into iPad
  3. Keep iPad charged
2. Know your email address (where link will be sent)
3. Zoom app is up to date
4. Print out forms ahead of time (there are new ones)

# Step 1

The ED physician will need to ensure that a patient meets criteria for a Form 1, requiring involuntary status and psychiatric assessment. (does not have to be put on a Form)

Inclusion Criteria	Exclusion Criteria
<ul style="list-style-type: none"><li>• Patient meets Box A criteria for a Form 1 under the Mental Health Act</li><li>• Risk of harm to self or others, or risk of physical impairment is considered imminent, life-threatening and best modified by an inpatient psychiatric admission</li></ul>	<ul style="list-style-type: none"><li>• Delirium</li><li>• Intoxication or withdrawal</li><li>• Medically unstable</li><li>• Social admission (including homelessness)</li></ul>

## Step 2

### ED MD calls CHEO

- (613)737-7600 x0
- During the day Mental Health intake will take the call, and psychiatrist will call back.
- During the night, call will go directly to on-call psychiatry

On call psychiatrist and ED MD will review the case, and decide together on pathway for the patient (virtual assessment / suggestions for the ED MD / referral to outpatient resources)

Calls after 8pm – appointment will be booked for the following am.



# Step 3

Complete the referral package, & Fax to 613-738-4852.

- CHEO referral and billing information (on cheo website)
- Regional Medical Clearance and Repatriation Form (on cheo website)
- Clinical Notes
- Form 1 (if there is one)



CHEO Virtual Pediatric Mental Health ED

**CHEO**

**REFERRAL & BILLING INFORMATION FOR CHEO VIRTUAL PEDIATRIC MENTAL HEALTH ED CONSULTANTS**

Referring Site Emergency Department:

Complete the patient registration & referring physician information and fax to the consulting Virtual psychiatrist before each virtual pediatric mental health ED session.

Please note that this form contains personal health information and must only be sent to the consulting Virtual psychiatrist.

Referring Physician Name: \_\_\_\_\_ Billing #: \_\_\_\_\_ Phone #: \_\_\_\_\_

Date & Time of the appointment: \_\_\_\_\_

Consultant Name & Fax Number:

<input type="checkbox"/> Dr. Dhiraj Aggarwal	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Khalid Bazaib	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Gall Beck	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Addo Beale	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Erinna Brown	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Hélène Cadotte	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Michael Cheng	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Timothy Ehmann	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Hazen Gandy	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Clare Gray	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Sophia Hryciuk	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Lesana Islerin	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Lina Johnston	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Marijana Jovanovic	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Rishi Kapur *	Fax: (613) 738-4852
<input type="checkbox"/> Dr. Erin Kelly	Fax: (613) 738-4852

Appendix A: Regional Medical Clearance and Repatriation Form

**REGIONAL MEDICAL CLEARANCE & REPATRIATION FORM**  
\*Mental Health Patients ONLY\*

**FAX NUMBERS:**

Conestoga	613-898-0331
Deep River & District Memorial Hospital	613-584-5599
Pembroke Regional Hospital	613-742-0951
North York Victoria Hospital	613-442-5200
St. Francis Memorial Hospital	613-795-5907
OTW 185 General Campus	613-789-5489
OTW 185 Oak Campus	613-763-5270
Windsor-Essex Memorial Hospital	613-774-6653

**MD contact information:** Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Patient has a permanent address in Ontario? ☐ Yes ☐ No

Known history in mental health? ☐ Yes ☐ No

If certified, are you sending the original of the form 1? ☐ Yes ☐ No

Is patient voluntary? ☐ Yes ☐ No

**HEALTH ASSESSMENT**

1. Is the patient alert and oriented? ☐ Yes ☐ No
2. Are there any signs of psychosis? ☐ Yes ☐ No
3. Any problems with violence or aggression? ☐ Yes ☐ No If YES, Please provide details: \_\_\_\_\_

**Vital signs:** \_\_\_\_\_ **Blood pressure:** \_\_\_\_\_ **Heart rate:** \_\_\_\_\_ **SAT:** \_\_\_\_\_ **Temperature:** \_\_\_\_\_

1. Abnormal physical exam (a physical exam must be done) ☐ Yes ☐ No
2. New physical complaint(s) ☐ Yes ☐ No
3. History of active or chronic medical illness needing evaluations ☐ Yes ☐ No
4. Evidence of intoxication or withdrawal or known history of substance abuse ☐ Yes ☐ No
5. Altered level of consciousness or fluctuating mental status ☐ Yes ☐ No
6. Suspicion of pregnancy ☐ Yes ☐ No

If yes to any of the above questions, indicate which of the investigation are required. The investigations required must be completed before the transfer. Abnormal results must be discussed with the physician who accepts the transfer.

<input type="checkbox"/> CBC <input type="checkbox"/> UA <input type="checkbox"/> ECG	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Electrolytes <input type="checkbox"/> Aet.	
<input type="checkbox"/> Urea <input type="checkbox"/> Urine Toxicology	
<input type="checkbox"/> Creatinine <input type="checkbox"/> ECG	
<input type="checkbox"/> ETOH <input type="checkbox"/> Diagnostic imaging	

Patient's medical condition is sufficiently stable for inter-hospital transfer ☐ Yes ☐ No



## Step 4

### While speaking to CHEO on the phone:

- Confirm your hospital's email address (to send the virtual link)
- Confirm time of virtual assessment
- Confirm that there will be a parent / caregiver present. When it is not appropriate for a parent to be at the bedside, confirm that a nurse or other appropriate staff member be present.
- Provide phone number to CHEO, in order to be reached during and after the assessment.



**Have your ipad ready to go,**  
and email open to accept virtual  
link.

# Step 5

## During the assessment

- Pt needs ability to have someone at the bedside.
- Both patient and then parent will need a private area to be interviewed.
- Cheo may call on telephone if there are issues during the assessment



## After the assessment

- Psychiatrist will call ED MD with disposition.
- Pt will be:
  - Admitted and transfer to be organized
  - Discharged from community ED. (with possible referral)
- CHEO will fax report to your ED and pt.'s PCP



# Step 6

## Discharge options

- Pt can be discharged home to their own existing resources or with additional referrals to 1Call1Click.ca and potentially Rapid Response.



## WHAT IS



1Call1Click.ca is a simple way for children, youth and families to access the right mental health and addiction care, at the right time.

Our partners provide care for every level of need. We match you with a partner that is best for your specific needs.

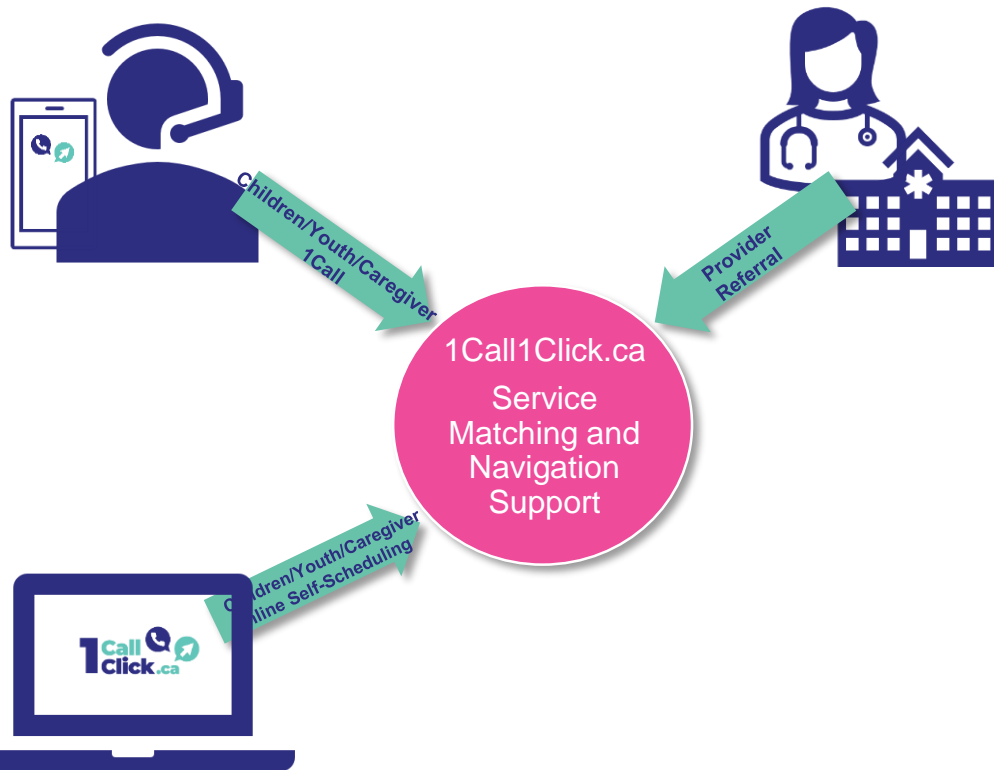
### Eligibility

- Age: birth to 21 years of age
- Service area: for residents of Eastern Ontario (this includes Ottawa, Pembroke, Cornwall, Hawkesbury, and the counties of Lanark, Leeds and Grenville; Stormont, Dundas and Glengarry; Prescott-Russell and Renfrew.)

Regional, bilingual coordinated access and navigation service for children, youth and providers through:

- 1 ONE NUMBER TO CALL (1Call)
- 2 ONE LINK TO CLICK FOR CLIENT AND PROVIDER (1Click)
- 3 ACCESS TO VIRTUAL SERVICES
- 4 SERVICE MATCHING AND NAVIGATION SUPPORT
- 5 HANDS ON CARE COORDINATION WHEN NEEDED
- 6 FAMILY PEER SUPPORT

# Get Help Now – Intake Pathways



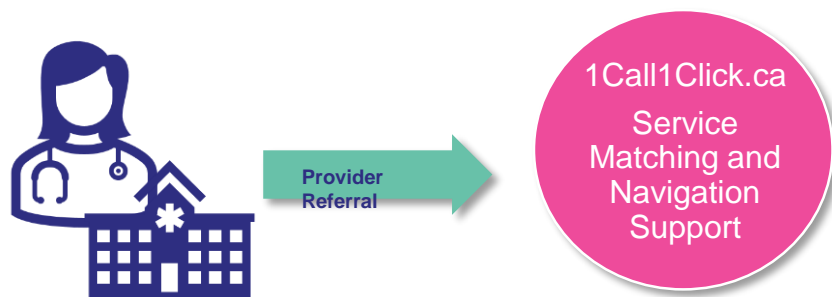
Children, youth and their families have a range of options to connect with 1Call1Click.ca

- Regional Toll-Free Number for Eastern Ontario
  - Integration with the Youth Services Bureau's 24/7 Crisis Line & Chat Services
- Book a 1Call1Click.ca Virtual Appointment (Self-Booking) by visiting our website
- Complete an online form and a member of our team will call to help schedule and appointment

Professionals can refer a child/youth:

- CHEO - directly in Epic
- Ocean eReferral Network
- EpicCare Link
- Third Party online form
- Fax

# Provider/ Third Party Workflow – First Contact



A team member of the 1Call1Click.ca admin support team will contact the child, youth, and family to book an intake visit.

The admin support will ask select consent questions prior to the visit.

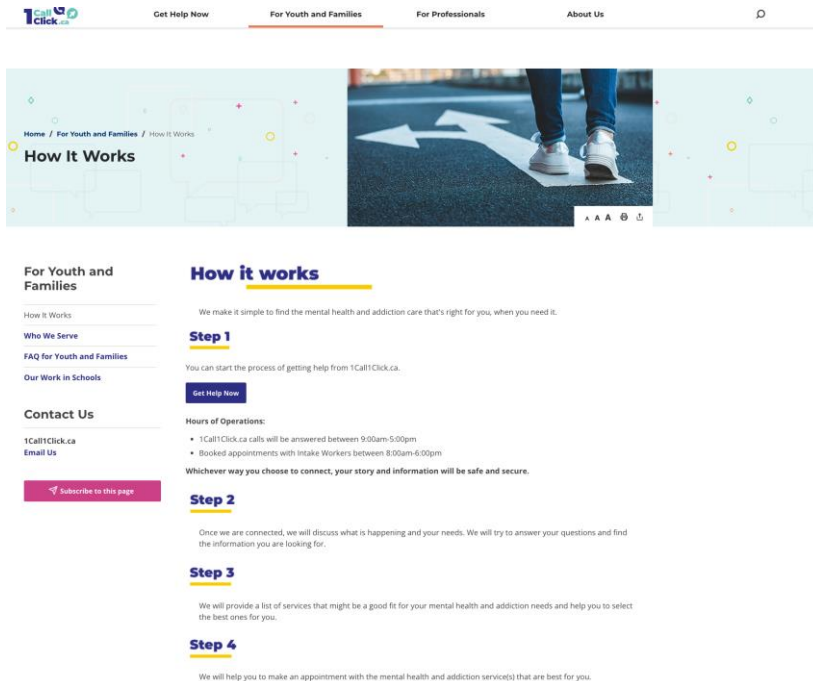
If flagged from an emergency department, referral booked as a priority .

Options:

- Rapid Response Appointment
- Intake Assessment – Mental Health and Addictions Nursing or Intake Worker



# 1Call1Click.ca Intake



The screenshot shows the 1Call1Click.ca website. The top navigation bar includes links for 'Get Help Now', 'For Youth and Families' (which is highlighted), 'For Professionals', and 'About Us'. The main content area is titled 'How It Works' and features a large image of a person's feet standing on a white arrow on a road. Below this, the 'How it works' section is divided into four steps: Step 1 (Getting help from 1Call1Click.ca), Step 2 (Hours of operation), Step 3 (Providing a list of services), and Step 4 (Making an appointment). A sidebar on the left contains links for 'For Youth and Families', 'Who We Serve', 'FAQ for Youth and Families', 'Our Work in Schools', 'Contact Us', and 'Email Us'. A 'Subscribe to this page' button is also visible.

**1Call1Click.ca**

Get Help Now For Youth and Families For Professionals About Us

Home / For Youth and Families / How It Works

## How It Works

**For Youth and Families**

How It Works

Who We Serve

FAQ for Youth and Families

Our Work in Schools

**Contact Us**

1Call1Click.ca

Email Us

Subscribe to this page

### How it works

We make it simple to find the mental health and addiction care that's right for you, when you need it.

#### Step 1

You can start the process of getting help from 1Call1Click.ca.

[Get Help Now](#)

**Hours of Operation:**

- 1Call1Click.ca calls will be answered between 9:00am-5:00pm
- Booked appointments with Intake Workers between 9:00am-6:00pm

Whichever way you choose to connect, your story and information will be safe and secure.

#### Step 2

Once we are connected, we will discuss what is happening and your needs. We will try to answer your questions and find the information you are looking for.

#### Step 3

We will provide a list of services that might be a good fit for your mental health and addiction needs and help you to select the best ones for you.

#### Step 4

We will help you to make an appointment with the mental health and addiction service(s) that are best for you.

A child, youth, or family will have an Intake appointment for Navigation & Matching.

The intake will include:

- ❖ Clinical Screening tools
- ❖ Consent questions
- ❖ Stepped Care Approach
- ❖ Flagged for care coordination if needed (complex needs)
- ❖ Goals identified by child, youth and family
- ❖ Review options for matching to services

Intake worker will match and complete all referrals and connection to the agency for the child, youth and family.



# 1Call1Click.ca Intake

## Clinical Screening tools & Stepped Care Approach & Consent

### Clinical Screening tools

06/03/2022 visit with Kcf Mh Intake, Ococ for Telephone

Chart Review Snapshot Synopsis Registration Telephone Intake/Consent Screen/Match Wrap-Up

Images Benefits Inquiry SmartStats Open Orders Care Teams Preview AVS Print A3D Media Manager Request Outside Records

BestPractice HEADS-ED & ASQ CRAFT-N Service Matching HEADS-ED & ASQ-FR CRAFT-N-FR Service Matching-FR

Responsible Create Note

HEADS-ED & ASQ

Referral sources

☐ CHEO Emergency Department ☐ CHEO Inpatient Unit ☐ C

HEADS-ED Community Resources

Reason HEADS-ED not completed

☐ Not applicable ☐ Unable to complete

Home:

0=Supportive (0) 1=Conflicts (1) 2=Chaotic / dysfunctional (2)

0 = No action needed  
1 = Needs action but not immediate  
2 = Needs immediate action

Example: How does your family get along with each other?

Education

0=On track (0) 1=Grades dropping / absenteeism (1) 2=Failing

0 = No action needed  
1 = Needs action but not immediate  
2 = Needs immediate action

Example: How is your school attendance? How are you grades?

Activities

0=No change (0) 1=Reduced / poor conflicts (1) 2=Fully withdrawn

0 = No action needed  
1 = Needs action but not immediate  
2 = Needs immediate action

Example: What are your relationships like with your friends?

Suicidality

0=No thoughts (0) 1=Ideation (1) 2=Plan or gesture (2)

0 = No action needed  
1 = Needs action but not immediate  
2 = Needs immediate action

Example: Do you have any thoughts of wanting to kill yourself?

1. In the past few weeks, have you wished you were dead?

No Yes

Ask Suicide-Screening Questions (ASQ), National Institute of Mental Health

BestPractice HEADS-ED & ASQ CRAFT-N Service Matching HEADS-ED & ASQ-FR CRAFT-N-FR Service Matching-FR

CRAFT-N 2.1

Time taken: 6/3/2022 1520 Responsible

Add Group Add Bow

Begin: "I'm going to ask you a few questions that I ask all my patients. Please be honest. I will keep your answers confidential."

PART A - During the PAST 12 MONTHS, on how many days did you:

1. Drink more than a few sips of beer, wine, or any drink containing alcohol? Say "0" if none.

2. Use any marijuana (cannabis, weed, oil, wax, or hash) by smoking, vaping, dabbing, or in edibles) or "synthetic marijuana" (like "K2", "Spice")? Say "0" if none.

3. Use anything else to get high (like other illegal drugs, pills, prescription or over-the-counter medications, and things that you sniff, sniff, vape, or inject)? Say "0" if none.

4. Use a vaping device containing nicotine or flavors, or use any tobacco products? Say "0" if none.

\*Such as e-cigs, mods, pod devices like JUUL, disposable vapes like Puff Bar, vape pens, or e-hookahs, \*Cigarettes, cigars, cigarillos, hookahs, chewing

PART B - CRAFT

C Have you ever ridden in a CAR driven by someone (including yourself) who was "high" or had been using alcohol or drugs? 0=No 1=Yes

R Do you ever use alcohol or drugs to RELAX, feel better about yourself, or fit in? 0=No 1=Yes

A Do you ever use alcohol or drugs while you are by yourself, or ALONE? 0=No 1=Yes

F Do you ever FORGET things you did while using alcohol or drugs? 0=No 1=Yes

F Do your FAMILY or FRIENDS ever tell you that you should cut down on your drinking or drug use? 0=No 1=Yes

T Have you ever gotten into TROUBLE while you were using alcohol or drugs? 0=No 1=Yes

CRAFT score

"The following questions ask about your use of any vaping devices containing nicotine and/or flavors, or use of any tobacco products."

PART C - USE OF VAPING DEVICES AND TOBACCO PRODUCTS

1. Have you ever tried to QUIT using, but couldn't? 1=Yes 0=No

2. Do you vape or use tobacco NOW because it is really hard to quit? 1=Yes 0=No

### Stepped Care Approach

Service Matching

Responsible Create Note

Show Row Info Show Last Filed Value Show Details

Service Matching

Problem

☐ Aggression ☒ Anxiety ☒ Depression ☐ Eating Problems ☐ Inattention and Impulsivi... ☐ Learning Disabilities

☐ Non-Suicidal Self-Injury... ☐ Obsessions and Compul... ☐ Parent-Child Relationships ☐ Sleep Problems ☐ Somatization ☒ Stress and Trauma

☐ Substance Use ☒ Suicidal Ideation (SI) ☐ Thought disruption ☐ Other

Population MHA Needs

General Population (1) Low Need (2) Moderate Need (3) Moderate to Severe Need (4) Severe or Complex Need (5)

Intensive and Specialized

☐ Assertive Community Treatm... ☐ Early Psychosis intervention ☐ Child Youth intensive treatment ☐ Specialized Consultation ☐ Assessment & Treatment

☐ Addictions Treatment ☐ Withdrawal Management ☐ Case Management ☐ Crisis Response ☐ Court Supports/Diversion

☐ Supportive Housing ☐ Counselling and Therapy (In... ☒ Peer and Family Support

Restore Close Cancel

Pre

### Consent Questions

### Provider Request

#### Consent (Intake)


Do you consent to receive treatment from a 1Call1Click.ca agency

Do you consent to sharing information with external parties for treatment purposes only

Consent obtained from (youth/legal guardian)

# 1Call1Click.ca Intake

Letter sent back to referral source with intake note

 Ocean eReferral Network

Lisa Oceantest

Child/Youth Mental Health and/or Addiction Support - Test Referral

MRN: 24820 5387 Action

Referral Form Summary

**Referral Source Information**  
Relation to child / youth: Family Doctor

**Client Information**  
Referral request for: Child/Youth  
Child / youth's preferred pronouns: she/her/hers  
Gender identity: Female  
Emergency Contact Information  
Full name: Test  
Relationship: Mom  
Phone number: 345435666

CHEO 1Call1Click - staging listing - for both English and French - Mar 14, 2022 2:33 pm  
CHEO 1Call1Click - staging - receiving site

Attachment  
note-from-epic.pdf

To:

Add Attachments... Send



**Lisa Oceantest**  
14/3/2022 4:00 PM Telephone  
MRN: 24820

Provider: **Kcf Mh Intake, Ococ**  
Department: **1Call1Click.ca**  
Dept Phone:

## Visit Notes

Telephone Encounter by Kcf Mh Intake, Ococ at 14/3/2022 2:32 PM

Author: Kcf Mh Intake, Ococ	Service: —	Author Type: Intake Worker
Filed: 14/3/2022 2:33 PM	Encounter Date: 14/3/2022	Status: Signed
Editor: Kcf Mh Intake, Ococ (Intake Worker)		

## 1Call1Click.ca Intake Summary

## Intake Information

### Referral Info (E-Referral or Fax)

Method of Intake	Provider Referral
Is there consent to us contacting your caregiver/guardian regarding providing you services through 1Call1Click	Yes
Child/youth's preferred pronouns	she/her/hers
Gender identity	Female
Emergency contact - Full Name	Test
Emergency contact - Relationship	Mom
Emergency contact - Phone number (e.g. 999-999-9999)	3454356666
Emergency contact - Is Legal Guardian	Yes
In which official language, would the client like to receive services?	English
What is the best way to reach the child/youth/caregiver	Phone
Best number to be reached (e.g. 999-999-9999)	613-333-3333
Why is the client requesting services	test
Has the client received mental health and/or Addiction support in the past?	No
Does the client consent to meeting with someone to further discuss their needs	Yes

Orders Only from 14/3/2022 in OCEAN

## Screening Tools

## Rapid Response Clinic – referred to through 1Call1Click.ca (see website under “For Professionals” section, then referrals.

- Mental health assessment with an emphasis on risk.
- Psychiatry, Pediatrician, Psychology or Social Work
- Recommendations for follow up.
  - Could include referrals to community supports
  - A limited number of follow up sessions – up to 4 sessions.
- Medication consultation, if seen by Psychiatry or Pediatrics.
- Liaison with community partners, as appropriate.

# Rapid Response: Triage Guidelines

## • Emergency Criteria

- Patient involuntarily detained.
- Sudden/recent onset of psychotic symptoms.
- Specific suicide plan (time, date, means).
- Inability to care for self.
- Inability to engage in safety planning.

## Rapid Response Criteria

- Current suicidal/homicidal ideation without a specific plan.
- Current/recent suicide attempt or gesture (medically stable).
- Recent history of suicide attempts.
- Acute change in mental status, particularly as a result of psychosis.
- Ability to engage in safety planning.

Outpatient mental health  
assessment within 1 – 2  
weeks

To access the recorded session: [Virtual Psychiatric Assessments at CHEO - YouTube](#)

